

DECLARATION AND POWER OF ATTORNEY



As the below-named inventors, we declare that:

Our residences, post office addresses, and citizenships are as stated below under our names.

We believe we are the original, first, and joint inventors of the invention entitled "CALL CENTER TELEPHONE AND DATA FLOW CONNECTION SYSTEM," which is described and claimed in the specification and claims of Patent Application No. 09/235,065, which we filed in the United States Patent and Trademark Office on January 21, 1999 and for which a patent is sought.

We have reviewed and understand the contents of the above-entitled specification, including the claims, as amended by any amendment specifically referred to herein (if any).

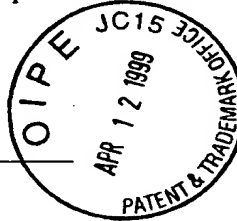
We acknowledge our duty to disclose information of which we are aware which is material to the patentability and examination of this application in accordance with 37 C.F.R. § 1.56(a).

We hereby appoint RICHARD W. SEED, Reg. No. 16,557; ROBERT J. BAYNHAM, Reg. No. 22,846; EDWARD W. BULCHIS, Reg. No. 26,847; GEORGE C. RONDEAU, JR., Reg. No. 28,893; DAVID H. DEITS, Reg. No. 28,066; WILLIAM O. FERRON, JR., Reg. No. 30,633; PAUL T. MEIKLEJOHN, Reg. No. 26,569; DAVID J. MAKI, Reg. No. 31,392; RICHARD G. SHARKEY, Reg. No. 32,629; DAVID V. CARLSON, Reg. No. 31,153; KARL R. HERMANN, Reg. No. 33,507; DAVID D. MCMASTERS, Reg. No. 33,963; MICHAEL J. DONOHUE, Reg. No. 35,859; CHRISTOPHER J. DALEY-WATSON, Reg. No. 34,807; STEVEN D. LAWRENZ, Reg. No. 37,376; ROBERT G. WOOLSTON, Reg. No. 37,263; ELLEN M. BIERMAN, Reg. No. 38,079; PAUL T. PARKER, Reg. No. 38,264; ANN T. KADLECEK, Reg. No. 39,244; DAVID W. PARKER, Reg. No. 37,414; BRIAN G. BODINE, Reg. No. 40,520; FRANK ABRAMONTE, Reg. No. 38,066; E. RUSSELL TARLETON, Reg. No. 31,800; FREDERICK M. FLIEGEL, Reg. No. 36,138; THOMAS L. EWING, Reg. No. 34,328; KEVIN S. COSTANZA, Reg. No. 37,801; DALE C. BARR, Reg. No. 40,498; KEVIN S. ROSS, Reg. No. 42,116; PAUL F. RUSYN, Reg. No. 42,118; JOHN M. WECHKIN, Reg. No. 42,216; THOMAS E. LOOP, Reg. No. 42,810; STEPHEN J. ROSENMAN, Reg. No. 43,058; BRIAN L. JOHNSON, Reg. No. 40,033; JAMES D. WHITE, Reg. No. 43,985; KIMTON N. ENG, Reg. No. 43,605; SUSAN DENISE BETCHER, Reg. No. 43,498; DENNIS M. De GUZMAN, Reg. No. 41,702; and JANE E.R. POTTER, Reg. No. 33,332, comprising the firm of SEED AND BERRY LLP, 6300 Columbia Center, Seattle, Washington 98104-7092, as our attorneys to prosecute this application and transact all business in the

Patent and Trademark Office connected therewith. Please direct all telephone calls to **Thomas L. Ewing** at (206) 622-4900 and telecopies to (206) 682-6031.

We further declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that the making of willfully false statements and the like is punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and may jeopardize the validity of any patent issuing from this patent application.

Gregory A. Denton
Gregory A. Denton



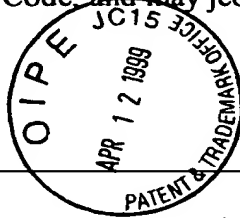
Date March 29, 1999
Residence : City of Seattle, County of King
State of Washington
Citizenship : United States of America
P.O. Address : 500 Wall Street, Apt. 1205
Seattle, Washington 98121

Wendy S. Cook
Wendy S. Cook

Date _____
Residence : City of Oakland, County of Alameda
State of California
Citizenship : United States of America
P.O. Address : 50 Buckeye Avenue
Oakland, California 94618

Patent and Trademark Office connected therewith. Please direct all telephone calls to **Thomas L. Ewing** at (206) 622-4900 and telecopies to (206) 682-6031.

We further declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that the making of willfully false statements and the like is punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and may jeopardize the validity of any patent issuing from this patent application.



Gregory A. Denton

Date _____
Residence : City of Seattle, County of King
State of Washington
Citizenship : United States of America
P.O. Address : 500 Wall Street, Apt. 1205
Seattle, Washington 98121

Wendy Cook

Wendy S. Cook

Date Apr. 1, 1999
Residence : City of Oakland, County of Alameda
State of California
Citizenship : United States of America
P.O. Address : 50 Buckeye Avenue
Oakland, California 94618